

Refunds

24.000 General Information (VC §§42230 – 42235, R&TC §10901)

If the department collects any fee and/or penalty in error or in excess of the actual fees due, the individual who paid the fees may submit an Application for Refund (ADM 399) to the department (at the address shown on the application).

The ADM 399 **must** identify the payment **and** state why that payment was excessive or erroneous.

NOTE: A refund request **must be** submitted **within three years** from the date of payment of the fee/penalty or the request **is not** honored.

24.005 Refund Application Supporting Documentation

Submit any documentation of payments claimed with the ADM 399 to assist the refund process. This may be photocopies of the front and back of a canceled check payable to DMV or receipts issued by the DMV. For double payments, submit photocopies of the front and back of both checks.

The department may also request any and/or all of the following to be submitted:

- The registration card and/or sticker for the registration year fees in question.
- A Notice of Release of Liability (REG 138) with the name and address of the purchaser and the date of sale.
- A Nonresident Military Exemption Statement (REG 5045) completed by the nonresident military owner.
- The Certificate of Title issued for the vehicle/vessel for which the fees are being refunded if a change or vehicle/vessel description correction is involved.
- A Statement of Facts (REG 256) from the registered owner authorizing the department to issue the refund to another person.

24.010 Refund of Vehicle License Fees for a Nonresident Military Owner

The vehicle license fee (VLF) paid on a vehicle registered to a nonresident military (NRM) person whose duty station is/was located in California at the time the fees were paid may be refunded. The requirements are:

- A completed Application for Refund (ADM 399) which **includes**:
 - the registration year(s) for which a refund is requested.
 - the NRM's out-of-state residence address (city and state).
 - the NRM's duty station at the time the fees were paid.
- The registration card and Certificate of Title (if issued) **must also be** submitted if the VLF paid for the **current** registration year is being requested. (The department will issue a new certificates with the "NRM" notation.)

24.015 Refund of Registration Fees for a Vehicle Delivered Out of State

Dealers may request a refund of fees paid for a vehicle delivered out of state by submitting a completed Application for Refund (ADM 399) **and**:

- The Certificate of Title, registration card, and **unused** license plates and stickers.
- A Statement of Facts (REG 256) explaining the customer's operating copy of the Application for Registration of New Vehicle (REG 397) or Report of Sale–Used Vehicle (REG 51) was submitted to the department at the time of sale **and** how the vehicle was moved from the dealership and delivered to the buyer.

NOTE: Fees **cannot** be refunded if the vehicle was delivered to the buyer using the California license plates **or** the operating copy of the REG 397 or REG 51.

If the California Certificate of Title was surrendered to another state to obtain registration in that state, the department will retain the fee required for a Title Only and the PNO filing fee.

24.020 Refund of Registration Fees for a New Vehicle Not Delivered or Driven

Dealers may request a refund of fees paid to register a new vehicle that **is not** delivered to, **or** driven from the dealer's premises, by the prospective buyer. Submit a completed Application for Refund (ADM 399) **and**:

- The Certificate of Title, registration card, operating copy of the Application for Registration of New Vehicle (REG 397), and the license plates and stickers.
- A Statement of Facts–Incorrectly Reported Vehicle (REG 477) with Part II completed.

NOTE: A regular Statement of Facts (REG 256) can be completed for refund of a PNO fee paid in lieu of registration fees.

24.025 Refund of Other Fees

<i>If fees were paid for...</i>	<i>then...</i>
duplicate/replacement certificates, plates, or stickers and the originals were subsequently found	a refund is not due. The items were voluntarily requested.
use tax in error or in excess of the amount actually due	contact the Board of Equalization regarding a refund. A refund cannot be issued by DMV.
parking fees to DMV and the parking agency	contact the parking agency for a refund. A refund cannot be issued by DMV.
a vehicle reclassified in error or based on the wrong purchase price	the owner must submit a completed Application for Refund (ADM 399), the Certificate of Title, and a Statement of Facts (REG 256) showing the correct price for the vehicle. NOTE: Any excess use tax paid as a result of the incorrect price must be requested separately from the Board of Equalization.

24.030 Refund of Renewal Fees

<i>If renewal fees were paid...</i>	<i>then...</i>
before the vehicle was sold or transferred to another owner	a refund is not due, because the fees were not collected by the department in error.
and after the renewal date, the vehicle: <ul style="list-style-type: none"> • was wrecked, junked, salvaged, or stolen • left California 	a refund is not due, because the fees were not collected by the department in error. The vehicle was operated during the registration period for which the fees were paid.
after the vehicle was sold or transferred to another owner	a refund may be issued if the registration card and unused sticker are submitted with the completed Application for Refund (ADM 399).
and before the renewal date, the vehicle: <ul style="list-style-type: none"> • was wrecked, junked, salvaged, or stolen • left California 	
in error and the vehicle was not operated during the entire registration period	a refund is not due, because the fees were not collected by the department in error. NOTE: A Certificate of Planned Non-Operation (PNO-REG 102) should have been filed in lieu of paying the renewal fees.

<i>If renewal fees were paid...</i>	<i>then...</i>
<p>in error and before the effective date of the renewed registration, the owner decides the vehicle will not be operated</p> <p>NOTE: A PNO may be filed for a nonoperated vehicle up to 90 days following the registration expiration date, but a late penalty is due.</p>	<p>a Certificate of Planned Non-Operation (REG 102), the registration card, and the unused sticker must be submitted with the completed Application for Refund (ADM 399).</p> <p>NOTE: The PNO fee and any penalty due if filed late is deducted from the refund amount.</p>

24.035 Apportioned/IRP Vehicle Refunds

<i>If registration fees were paid...</i>	<i>then...</i>
after the effective date of apportioned/IRP registration	<p>a refund may be issued when the following is submitted to the department:</p> <ul style="list-style-type: none"> • An Application for Refund (ADM 399) which includes the apportioned/IRP license number and date it was issued. • The registration card and unused sticker.
prior to the effective date of apportioned/IRP registration	the Application for Refund (ADM 399) must be sent to the DMV IRP Unit in Sacramento Headquarters to determine if a refund is in order.